Self Service Time and Attendance:

Employee Frequently Asked Questions (FAQs): Using a Time Collection Device (TCD)

Q: I forgot to clock in at the beginning of my shift, what should I do?

A: You should note your arrival time on a backup paper timesheet provided at the TCD, and provide your supervisor with your backup paper timesheet as soon as possible to ensure your time is updated appropriately. The next time you are at the TCD, you will need to "clock in" and have your supervisor edit the time of clock in to the correct time.

Q: I combined my paid break time with my lunch, how do I enter my time so that I am paid correctly?

A: When you go out to lunch, use the "Meal Out" button to clock out. When you return from your lunch, use the "Meal In" button to show that you have returned from your lunch break. Next, go to the "Other TRCs" (Time Reporting Codes) screen, select the "Paid Break Time" code and enter quantity of time of your additional break.

Q: I clocked into one TCD, may I clock out on another?

A: Yes. A TCD will allow you to use multiple devices within a day in your agency location. However, please make sure you are adhering to your agency's policies and your supervisor's direction.

Q: I forgot my card, what should I do?

A: Please refer to your departmental policy on how to record your time if you are unable to use the TCD and proceed to work.

Q: What should I do if the TCD is not working?

A: Notify your TCD Point of Contact as soon as possible that the TCD is not working. Please refer to your departmental policy on how to record your time if the clock is down and proceed to work. Be sure to communicate your time consistent with your department policy to your supervisor to ensure your time is updated appropriately.

Q: What should I do if my badge does not work at the TCD?

A: You should note your arrival time based on your departmental policy and proceed to work. Notify your TCD Point of Contact as soon as possible that your card does not work at the TCD, and provide your supervisor with your time worked to ensure your time is updated appropriately. The TCD Point of Contact should contact the Agency HR/Payroll department to troubleshoot the badges.

Q: When is my leave balance updated?

A: Sick, personal, and vacation leave time balances are updated nightly. Balances reflect accrual balances and leave time which has been submitted as of the prior day.

Q: Can I enter regular time for future days?

A: No. You may enter leave time for future days such as vacation or personal time, but regular worked hours should be reported in real time using a TCD.

Regular time can only be reported the same day that it is worked by clocking in and clocking out of the TCD. If you are unable to enter regular time, contact your supervisor.

Q: I am new to the agency and I do not have a badge, so what do I do to get set up in the system?

A: Contact your Agency HR/Payroll department.

Q: Can I enter vacation time using a TCD?

A: Yes. You can enter vacation time 42 days in advance. Employees are encouraged not to enter leave time through the TCD at peak times of the day, such as shift changes.

Q: What is the date format on the TCD?

A: When entering a date into your TCD us YYYYMMDD format (year followed by month followed by month) no spaces, dashes, or slashes.

For the TCD to recognize a date as valid, it must have all eight digits. For example, March 12, 2012 should be entered in the TCD as 20120312.

Q: I need to use a TRC that is not available on a TCD, what do I do?

A: If your agency is supported by the Employee Service Center (ESC), call (1-855-447-7778). An ESC representative will assist you.

If your agency is not supported by ESC, contact your HR/Payroll Department.

Q: How do I know if my agency is supported by the Employee Service Center (ESC)

A: Review announcements regarding Self-Service Time and Attendance issued by your agency, ask your supervisor, or contact you HR/Payroll Department.

Q: Can I view the time I have worked for the week?

A: Employees will have view only access in SSTA online, but not on the clocks themselves.

Q: **I am a contract employee, am I allowed to choose Sick, Vacation, Personal Time?**

A: No, contract employees are not eligible for benefit time. Those codes are used for employees eligible for those TRCs.